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# DORMEO® Octaspring™

## BRAND NEW MATTRESS CONCEPT

a revolutionary surface designed to give you the best sleep of your life by delivering superb cooling comfort and cradling memory foam support for your entire body.



# HydraCOOL



## WHY DORMEO®

As the leader and innovator of the new TRUE HYBRID Bed, DORMEO® is the first to successfully combine all the benefits of alternative bedding and traditional innersprings—without any of the downsides! DORMEO® is the 1st and only mattress in the world that breathes.

A fusion of coil and memory foam technology creating the ultimate hybrid mattress. DORMEO® is cooler than traditional memory foam and more comfortable than innerspring mattresses. The secret is DORMEO®'s revolutionary patented Octaspring® Technology and ingenious pressure relieving spring made entirely of memory foam. Inside are hundreds of Octasprings in varying degrees of firmness built into body-zoned layers.

Softer for your head and shoulder and firmer for your hips and back. DORMEO® is the leader and creator of the comfort-without-compromise Hybrid Category!

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# DORMEO®



## Dormeo® Unity Sleep System

- Enjoy togetherness and personalized customization with our DORMEO UNITY Sleep System.
- Our hi-tech motion base works perfectly with our specially designed DORMEO® Split-Head King Mattress
- This mattress featuring a split-head (only) allows you to sleep in one bed and enjoy individualized comfort positions—at the same time
- Available in our 230GX mattress

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## Dormeo® 340GXZ

- 15 inch pillow top profile offering a high level of pressure-



relieving comfort with a Luxury Plush supportive feel.

- Added pillow-top with sensual, contouring comfort
- Top cooling Layer of PCM™ (Phase Change Material)
- Ultra-deep HydraCOOL™ Gel Memory Foam Comfort Layer
- Ultra-deep Supreme AirCOOL™ Gel Foam Comfort Layer
- 3 patented layers of revolutionary Octaspring® Technology
- Durable Ecocell™ Support Core
- Plush cover with Tencel® is softer than silk, cooler than linen, more absorbent than cotton and eco-friendly. Our 360°wave air-mesh sides allow our revolutionary Octaspring Technology to breathe. Cover is resistant to dust-mites and bacteria.
- Mattress requires no flipping or turning
- [15 Year Limited Warranty](#)

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## Dormeo® 330GXZ

- 
- 14.5 inch profile offering a high level of pressure-relieving comfort with a Plush supportive feel.
  - Top cooling Layer of PCM™ (Phase Change Material)
  - Deep HydraCOOL™ Gel Memory Foam Comfort Layer
  - Ultra-deep Supreme AirCOOL™ Gel Foam Comfort Layer
  - 3 patented layers of revolutionary Octaspring® Technology
  - Durable Ecocell™ Support Core
  - Plush cover with Tencel® is softer than silk, cooler than linen, more absorbent than cotton and eco-friendly. Our 360° wave air-mesh sides allow our revolutionary

Octaspring Technology to breathe. Cover is resistant to dust-mites and bacteria.

- Mattress requires no flipping or turning
- 15 Year Limited Warranty

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## Dormeo® 330GX

- 14.5 inch profile offering a high level of pressure-relieving comfort with a Plush supportive feel.
- Deep HydraCOOL™ Gel Memory Foam Comfort Layer
- Ultra-deep Supreme AirCOOL™ Gel Foam Comfort Layer
- 3 patented layers of revolutionary Octaspring® Technology
- Durable Ecocell™ Support Core
- Plush cover with Tencel® is softer than silk, cooler than linen, more absorbent than cotton and eco-friendly. Our 360° wave air-mesh sides allow our revolutionary Octaspring Technology to breathe. Cover is resistant to dust-mites and bacteria.
- Mattress requires no flipping or turning
- 15 Year Limited Warranty

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## Dormeo® 240GXZ

- 14 inch profile offering a high level of pressure-relieving comfort with a Luxury Plush supportive feel.
- Top cooling Layer of PCM™ (Phase Change Material)
- Ultra-deep HydraCOOL™ Gel Memory Foam Comfort



#### Layer

- Ultra-deep Supreme AirCOOL™ Gel Foam Comfort Layer
- 2 patented layers of revolutionary Octaspring® Technology
- Durable Ecocell™ Support Core
- Plush cover with Tencel® is softer than silk, cooler than linen, more absorbent than cotton and eco-friendly. Our 360° wave air-mesh sides allow our revolutionary Octaspring Technology to breathe. Cover is resistant to dust-mites and bacteria.
- Mattress requires no flipping or turning
- 15 Year Limited Warranty

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## Dormeo® 230GX

- 
- 13 inch profile offering a high level of pressure-relieving comfort with a Cushioned Firm supportive feel.
  - Deep HydraCOOL™ Gel Memory Foam Comfort Layer
  - Ultra-deep Supreme AirCOOL™ Gel Foam Comfort Layer
  - 2 patented layers of revolutionary Octaspring® Technology
  - Durable Ecocell™ Support Core
  - Plush cover with Tencel® is softer than silk, cooler than linen, more absorbent than cotton and eco-friendly. Our 360° wave air-mesh sides allow our revolutionary Octaspring Technology to breathe. Cover is resistant to dust-mites and bacteria.
  -

Mattress requires no flipping or turning

- 15 Year Limited Warranty

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## Dormeo® 220G

- 12.5 inch profile offering a high level of pressure-relieving comfort with a Cushioned Firm supportive feel.
- Ultra-deep Supreme AirCOOL™ Gel Foam Comfort Layer
- 2 patented layers of revolutionary Octaspring® Technology provide pressure-relieving comfort and 3-dimensional adaptability.
- Durable Ecocell™ Support Core
- Plush cover with Tencel® is softer than silk, cooler than linen, more absorbent than cotton and eco-friendly. Our 360° wave air-mesh sides allow our revolutionary Octaspring Technology to breathe. Cover is resistant to dust-mites and bacteria.
- Mattress requires no flipping or turning
- 15 Year Limited Warranty

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## Dormeo® 130GX

- 11.75 inch profile offering a high level of pressure-relieving comfort with a Firm supportive feel.
- Deep HydraCOOL™ Gel Memory Foam Comfort Layer
- Ultra-deep Supreme AirCOOL™ Gel Foam Comfort Layer
- 1 patented layer of revolutionary Octaspring® Technology
- Durable Ecocell™ Support Core



- Plush cover with Tencel® is softer than silk, cooler than linen, more absorbent than cotton and eco-friendly. Our 360° wave air-mesh sides allow our revolutionary Octaspring Technology to breathe. Cover is resistant to dust-mites and bacteria.
- Mattress requires no flipping or turning
- [15 Year Limited Warranty](#)

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## Dormeo® 120L

- 10 inch profile offering a high level of pressure-relieving comfort with a Firm supportive feel.
- Ultra-deep Supreme AirCOOL™ Gel Foam Comfort Layer
- 1 patented layer of revolutionary Octaspring® Technology
- Durable Ecocell™ Support Core
- Plush cover with touchable soft-silkiness. Our 360° wave air-mesh sides allow our revolutionary Octaspring Technology to breathe. Cover is resistant to dust-mites and bacteria.
- Mattress requires no flipping or turning
- [15 Year Limited Warranty](#)

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## Dormeo® 320L

- 12 inch profile offering a high level of pressure-relieving comfort with an Ultra Plush supportive feel.
- Ingenious Comfort Layer with sensual, buoyant, all-natural latex for contouring comfort with a traditional bounce
- 3 patented layers of revolutionary Octaspring® Technology
- Durable Ecocell™ Support Core
- Plush cover with Tencel® is softer than silk, cooler than linen, more absorbent than cotton and eco-friendly. Our 360° wave air-mesh sides allow our revolutionary Octaspring Technology to breathe. Cover is resistant to dust-mites and bacteria.
- Mattress requires no flipping or turning
- [15 Year Limited Warranty](#)

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## Dormeo® 220L

- 10 inch profile offering a medium level of pressure-relieving comfort with a Plush supportive feel.
- Ingenious Comfort Layer with sensual, buoyant, all-natural latex for contouring comfort with a traditional bounce
- 2 patented layers of revolutionary Octaspring® Technology
- Durable Ecocell™ Support Core
- Plush cover with Tencel® is softer than silk, cooler than linen, more absorbent than cotton and eco-friendly. Our 360° wave air-mesh sides allow our revolutionary Octaspring Technology to breathe. Cover is resistant to dust-mites and bacteria.

- Mattress requires no flipping or turning
- 10 Year Limited Warranty

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## Dormeo® 120L

- 8 inch profile offering a medium level of pressure-relieving comfort with a Cushioned Firm supportive feel.
- Ingenious Comfort Layer with sensual, buoyant, all-natural latex for contouring comfort with a traditional bounce
- 1 patented layer of revolutionary Octaspring® Technology pressure-relieving comfort and 3-dimensional adaptability.
- Durable Ecocell™ Support Core
- Plush cover with both comfort and peace of mind featuring sustainable resources and the soft-silkiness of resilient bamboo. Our 360° wave air-mesh sides allow our revolutionary Octaspring Technology to breathe. Cover is resistant to dust-mites and bacteria.
- Mattress requires no flipping or turning
- 10 Year Limited Warranty

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## Dormeo® C130GX

- 14.5 inch profile offering a high level of pressure-relieving comfort with a Medium Plush supportive feel.
- Deep HydraCOOL™ Gel Memory Foam Comfort Layer
- Ultra-deep Supreme AirCOOL™ Gel Foam Comfort Layer
- Octaspring® Technology: 3-zoned, plush memory foam



MemoryCoils™ provide pressure-relieving comfort and 3-dimensional adaptability.

- Ecocell™ Support Layer adds durable stability
- Reinforced 15 / 16 gauge foam-encased coils in three body zones. Superior 16 gauge, foam-encased, pocket coil edge support.
- Plush cover with touchable soft-silkiness. Our 360° wave air-mesh sides allow our revolutionary Octaspring Technology to breathe.
- Cover is resistant to dust-mites and bacteria.
- Mattress requires no flipping or turning
- [10 Year Limited Warranty](#)

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## Dormeo® C120G

- 
- 13.5 inch profile offering a high level of pressure-relieving comfort with a Cushioned Firm supportive feel.
  - Ultra-deep Supreme AirCOOL™ Gel Foam Comfort Layer
  - Octaspring® Technology: 3-zoned, plush memory foam MemoryCoils™ provide pressure-relieving comfort and 3-dimensional adaptability.
  - Ecocell™ Support Layer adds durable stability
  - Reinforced 15 / 16 gauge foam-encased coils in three body zones. Superior 16 gauge, foam-encased, pocket coil edge support.
  - Plush cover with touchable soft-silkiness. Our 360° wave air-mesh sides allow our revolutionary Octaspring

Technology to breathe. Cover is resistant to dust-mites and bacteria.

- Mattress requires no flipping or turning
- 10 Year Limited Warranty

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## Dormeo® C120G Firm

- 13.5 inch profile offering a high level of pressure-relieving comfort with a Firm supportive feel.
- Ultra-deep 2" Cool Infusion Deluxe Memory Foam Comfort Layer
- Octaspring® Technology: 3-zoned, plush memory foam MemoryCoils™ provide pressure-relieving comfort and 3-dimensional adaptability.
- Ecocell™ Support Layer adds durable stability
- Reinforced 15 / 16 gauge foam-encased coils in three body zones. Superior 16 gauge, foam-encased, pocket coil edge support.
- Plush cover with touchable soft-silkiness. Our 360° wave air-mesh sides allow our revolutionary Octaspring Technology to breathe. Cover is resistant to dust-mites and bacteria.
- Mattress requires no flipping or turning
- 10 Year Limited Warranty

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The DORMEO® True Hybrid beds...

## The Destination for cooler comfort!

### THE OCTASPRING® DIFFERENCE

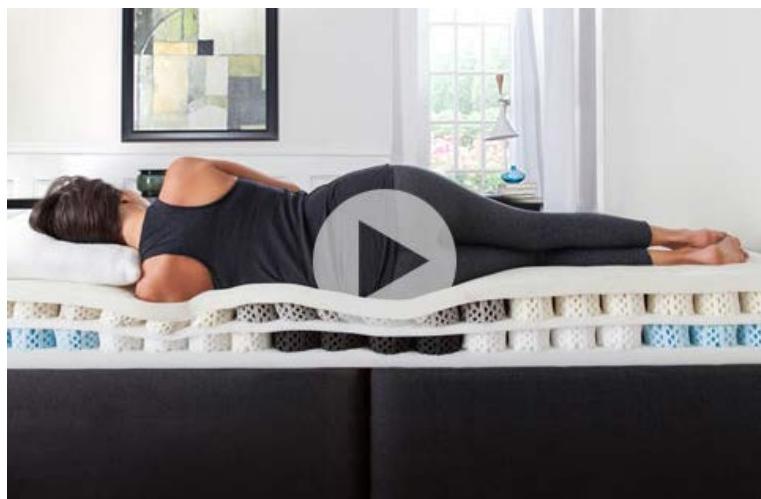
Thanks to the remarkable Octaspring® technology, DORMEO® Mattress is 8X more breathable than memory foam, offers a demonstrably cooler sleep surface, contours to your body and creates an unsurpassed level of comfort, never before seen in the history of sleep.



Overheating, aches and pains, restlessness - All are obsolete when you sleep on a DORMEO® Mattress

### BENEFITS

- Experience pressure relieving comfort **without the heat of memory foam** or the push-back of traditional springs.
- Octasprings positioned into zones, **offering more support** for your hips and thighs, softer for your head and shoulders, keeping your spine in complete alignment.
- Eliminates partner's disturbance.



- Breathable cover designed to **resist dust-mites and bacteria.**
- Mesh sides allow for **maximum air flow.**
- No flipping or turning necessary.

[LEARN MORE](#)

## BEDROOM TALK

See why everyone loves DORMEO®  
Mattress.

**Brilliant!!**

*Since buying this mattress, I have no sleepless nights. No more visits to the chiropractor. I wish I had changed my mattress a long time ago.*

– J. Hall

Dormeo Octaspring Commercial

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THE CREATORS OF DORMEO® Octaspring®



Designer **Willy Poppe** has dedicated his life to creating innovation in the field of sleep. With Octaspring®, he had a simple mission: To create the world's most comfortable mattress without compromising quality, support, or the environment. Simple to say, trickier to achieve.

**Sandi Češko** is co-founder of Studio Moderna, the leading direct marketing company in CEE, and ranks amongst the most successful business entrepreneurs in Slovenia.

As creator of the DORMEO® brand, he is undoubtedly a proven business innovator.

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## EVOLUTION DREAM LINE

Octaspring® technology isn't just for mattresses. This revolutionary breakthrough in coolness and comfort is perfect for pillows, too.

### DORMEO® Evolution Dream Memory Foam Pillow

1. Octaspring Technology's memory foam  
MemoryCoils™ in the center of the pillow cradle  
your head in blissful comfort
2. Firmer Ecocell™ EcoSprings along the edges  
keep your spine in perfect alignment in any  
sleeping position
3. Layering of plush memory foam with our  
DORMEO BreathNTech gives you contouring  
comfort, while keeping you cool
4. Air-mesh panel around all four sides ensures  
cooling airflow



5. Luxurious removable, washable cover



## DORMEO® Evolution Dream Pillow

1. Octaspring Technology's memory foam  
MemoryCoils™ in the center of the pillow cradle your head in blissful comfort
2. Firmer Ecocell™ EcoSprings along the edges keep your spine in perfect alignment in any sleeping position
3. Layering of plush memory foam with our DORMEO BreathNTech gives you contouring comfort, while keeping you cool
4. Air-mesh panel around all four sides ensures cooling airflow
5. Luxurious removable, washable cover



## FEATURES

Complete with removable cover, they're luxurious, breathable nighttime support.

- Each pillow features 30 soft Octasprings wrapped in a plush sleeve of memory foam. Octasprings contour to your head, creating a custom level of weightless support.
- Air-mesh sides allow for cooling airflow and breathability.
- No hot spots, no back-of-the-neck sweating.

- Luxurious, removable cover for easy cleaning.



## PRODUCT SPECS

### DORMEO® EVOLUTION Memory Pillow

	STANDARD	QUEEN	KING
LENGTH	21 IN	24 IN	30 IN
WIDTH	16 IN	16 IN	16 IN
HEIGHT	5 IN	5 IN	5 IN
WEIGHT	3.5 LBS	4.5 LBS	5 LBS



### SUITABLE FOR ALL SLEEPING POSITIONS

Suitable for side, back and stomach sleepers



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8X

more breathable

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than traditional  
memory foam

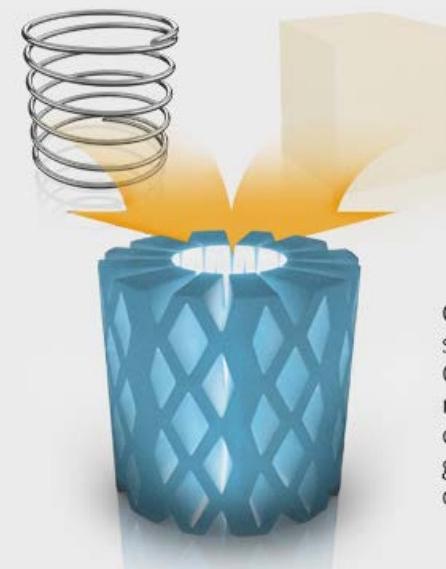
## Octaspring® TECHNOLOGY

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So what's an Octaspring, exactly? It's a hybrid invention, the first and only of its kind. Spring coil meets memory foam – dynamic flexibility plus unsurpassed support.

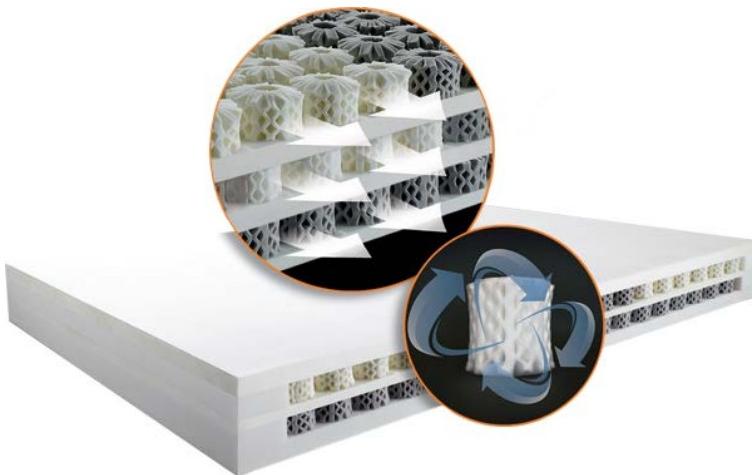
THINK OF AN  
OCTASPRING AS A  
HONEYCOMB OF  
COMFORT

Each foam spring features eight reinforcements, a series of air vents and a hole in the center that



allows humid air to pass through  
and away.

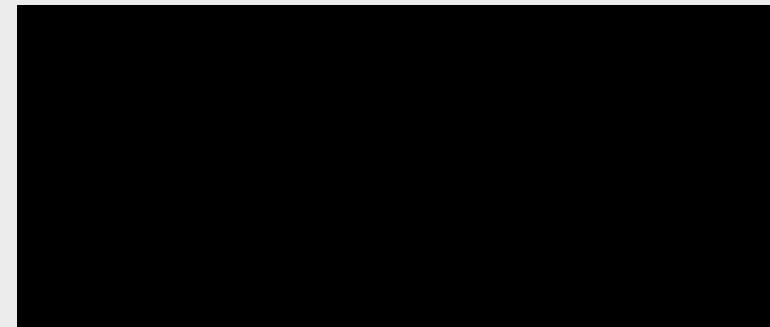
Compared to metal  
springs mattresses  
Octaspring mattress  
maintains its resilience  
over time which is the  
guarantee of long lasting  
comfort and support.



The final result is a  
luxurious, dynamic  
sleep surface, 8X  
more breathable than  
memory foam.

But what, exactly, is an Octaspring?  
Call it a honeycomb of comfort.

Simply put, DORMEO® Mattress is the most advanced  
mattress on the market. Thanks to revolutionary Octaspring  
sleep technology, tossing and turning is a thing of the past.



A cross between a spring coil and memory foam,

Octasprings are the power behind DORMEO® Mattresses

legendary comfort. Pressure-relieving and open to air flow, each Octaspring features eight reinforcements, a series of air vents and a hole in the center that lets humid air pass through. This design allows air to filter through and away from the mattress, dissipating heat and humidity. This creates a luxurious, dynamic sleep surface that's noticeably cooler.



In each DORMEO® Mattress, hundreds of Octasprings are assembled into seven zones of comfort -- softer for your head, more supportive for your hips and thighs. No pressure points, just equally distributed weight, adapting to each sleeper's body weight with custom support. The final product is flexible, breathable and cool. 8X more breathable than a memory foam mattress, in fact. Octasprings are like nothing you've ever felt before -- game-changing sleep technology that will revolutionize the way you rest.

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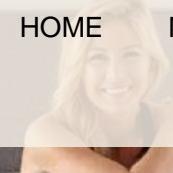
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# Octaspring® Reviews

You don't have to take our word for Octaspring's power. Check out reviews from our many fans and followers -- satisfied sleepers with amazing stories about Octaspring® life-changing charms.

Dormeo Mattress Experience

First Timer - Dormeo Mattress

First Time Trying a Dormeo M

## Write A Review

Your Name:\*

Your Email:\*

Your Title:\*

Your Review:\*

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## WARRANTY

### WARRANTY CLAIMS

To submit a warranty claim, DORMEO requires the following documentation to be sent by email to [customercare.na@dormeona.com](mailto:customercare.na@dormeona.com):

- Copy of Original Receipt
- Images of Claim/Defect
- Detailed Description of Claim/Defec

### 15 YEAR LIMITED MATTRESS WARRANTY (NEXT-G LINE)

Mattresses: 120G, 130GX, 220G, 230GX, 240GXZ, 330GX, 330GXZ, 340GXZ, 120L, 220L, 320L

### 10 YEAR LIMITED MATTRESS WARRANTY (NEXT-G CLASSIC LINE)

Mattresses: C120 Firm, C120, C130GX, C140GXZ

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## 10 YEAR LIMITED MATTRESS WARRANTY (CLASSIC LINE)

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Mattresses: Dreamy*BED*, Celestial*BED*, Heavenly*BED*

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## 25 YEAR LIMITED MATTRESS WARRANTY (DOLCÉ & SÉRÉNITÉ LINES)

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Dolcé Mattresses: Simplicity*BED*, Purity*BED*, Vitality*BED*, Affinity*BED*, Longevity*BED*, Tranquility*BED*, Harmony*BED*, Felicity*BED*

Sérénité Mattresses: rest*BED*, bliss*BED*, luxe*BED*, zen*BED*

We believe we've created the world's most comfortable mattress without compromising quality, support, or the environment.

Our years of research have resulted in a new technology with only the best qualities of memory foam and metal springs, and none of their drawbacks'a TRUE HYBRID BED! You will enjoy more comfort, fall asleep faster, spend more time in deep REM sleep and wake up feeling refreshed. That's the DORMEO difference'the next generation of mattress.

DORMEO North America provides a twenty-five (25) year express limited warranty for its DORMEO Octaspring Mattresses (the 'Warranty Period') which commences ninety (90) days after the original date of delivery. In our sole discretion and option during the Warranty Period, we will repair or replace the original purchaser's DORMEO Octaspring mattress if it is defective due to faulty workmanship or materials, subject to the limitations described in this warranty. An original proof of purchase receipt or online warranty registration is required for any and all warranty claims.

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## 25 YEAR WARRANTY PRORATED SCHEDULE:

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Year 0-10	100% guarantee	No repair or replacement fees are incurred
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Year 11	90% guarantee	Pay 10% of repair or replacement cost
Year 12	84% guarantee	Pay 16% of repair or replacement cost
Year 13	78% guarantee	Pay 22% of repair or replacement cost
Year 14	72% guarantee	Pay 28% of repair or replacement cost
Year 15	66% guarantee	Pay 34% of repair or replacement cost
Year 16	60% guarantee	Pay 40% of repair or replacement cost
Year 17	54% guarantee	Pay 46% of repair or replacement cost
Year 18	48% guarantee	Pay 52% of repair or replacement cost
Year 19	42% guarantee	Pay 58% of repair or replacement cost
Year 20	36% guarantee	Pay 64% of repair or replacement cost
Year 21	30% guarantee	Pay 70% of repair or replacement cost
Year 22	24% guarantee	Pay 76% of repair or replacement cost
Year 23	18% guarantee	Pay 82% of repair or replacement cost
Year 24	12% guarantee	Pay 88% of repair or replacement cost
Year 25	6% guarantee	Pay 94% of repair or replacement cost

For the first ten (10) years of the Warranty Period, at our option, we will replace or repair defective workmanship or materials at no cost, other than all one-way shipping (see Shipping and Handling section) to the original purchaser. However, during years 11 through 25 of the Warranty Period, any repair or replacement guarantee will be subject to a prorated cost schedule that will be applied either to the repair or replacement cost. One-way shipping and handling costs are the responsibility of the original purchaser **FOR ALL WARRANTY CLAIMS.**

**THIS WARRANTY IS APPLICABLE ONLY TO THE ORIGINAL PURCHASER OF THE DORMEO OCTASPRING MATTRESS FROM AUTHORIZED RETAILERS AND DIRECT FROM DORMEO NORTH AMERICA. THE ORIGINAL PURCHASE RECEIPT OR A PROPERLY REGISTERED DORMEO OCTASPRING MATTRESS WARRANTY IS REQUIRED FOR ANY WARRANTY CLAIM. MATTRESSES PURCHASED FROM UNAUTHORIZED THIRD-PARTY RESELLERS, OR OTHER NON-AUTHORIZED**

SELLERS (INCLUDING, BUT NOT LIMITED TO, SALES VIA EBAY INC., AMAZON.COM, INC., ETC.), SHALL RENDER THE WARRANTY NULL AND VOID IN ITS ENTIRETY. THIS WARRANTY DOES NOT APPLY TO FLOOR MODELS OR 'DEMOS.' DORMEO NORTH AMERICA SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. THE FOREGOING WARRANTY IS EXCLUSIVE AND NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE MADE HEREUNDER OTHER THAN THE WARRANTY DESCRIBED HEREIN.

All warranty claims must be submitted in writing to DORMEO North America describing the nature of the alleged defect, and, in addition, must be accompanied by photographic evidence of the alleged defect, and proof of purchase or warranty registration. This information will be used for evaluation purposes by DORMEO North America, in its sole discretion. Failure to provide the foregoing materials may result in rendering the Warranty null and void in DORMEO North America's sole discretion.

DORMEO Octaspring mattresses are designed to work on a firm, solid-surface, non-spring foundation or adjustable bed base that is structurally capable of supporting the weight of purchaser's DORMEO Octaspring mattress and user(s). This limited warranty and other performance warranties are based on tests conducted on 'sets' that consist of our mattresses and our foundations/adjustable bed bases. THEREFORE, IF PURCHASER USES INAPPROPRIATE FOUNDATIONS, BOX SPRINGS, ADJUSTABLE BED BASES, OR BED FRAMES WITH THIS MATTRESS, SUCH USE WILL VOID THIS LIMITED WARRANTY AND ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. DORMEO Octaspring may require purchaser to provide proof of the quality of the foundation, adjustable bed base, or bed frame used in conjunction with the mattress if purchaser makes a claim under this limited warranty. DORMEO Octaspring reserves the right to invalidate this limited warranty if the foundation is determined, in DORMEO Octaspring's reasonable discretion, to be inadequate.

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## 20 YEAR LIMITED MATTRESS WARRANTY (DORMEO OCTASPRING LINE)

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Mattresses: 5500, 6500, 8000, 8500, 9500

## MATTRESS WARRANTY DOES NOT APPLY TO:

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- Normal product wear and tear as determined in our sole discretion
- A normal increase in the softness of the DORMEO Octaspring core material
- The occurrence of mold
- Use of an improper or unsupportive foundation
- Additional shipping/transportation costs other than stated herein
- Staining or issues relating to the mattress being used or stored in an unsuitable or unsanitary condition, or issues arising from the failure to use a washable mattress protector.

## MATTRESS WARRANTY IS DEEMED NULL AND VOID WHEN:

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- The product has been subject to misuse, careless treatment, or physical abuse, as determined in our sole discretion.
- The mattress has not been properly packaged resulting in damage during return shipping to us.
- The original purchaser cannot provide an original proof of purchase receipt, or has not properly registered the warranty online.

PLEASE RETAIN A COPY OF YOUR WARRANTY AND ORIGINAL SALES RECEIPT FOR FUTURE REFERENCE.

## ADDITIONAL INFORMATION

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If the original mattress model is not available at the time of repair or replacement, DORMEO North America reserves the right to offer an alternative model of equal quality or value, in its sole discretion.

If an individual's body impression found in a DORMEO Octaspring mattress is 3/4 of an inch or more in depth and IS NOT associated with use of an improper or unsupportive foundation (or other misuse), it may be covered by the warranty. However, mattress dimensions (length and width) have a '2% tolerance due to elastic components. This tolerance is considered normal and does not constitute a defective mattress and is not subject to a warranty claim, whether after short- or long-term use of the mattress.

In the event of an authorized product repair or replacement, the Warranty Period will not be renewed or

extended following the repair or replacement. In short, a repaired or replaced mattress does not reset or in any way alter the Warranty Period duration in connection to subsequent warranty claims, if any.

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## MATTRESS COVER LIMITED WARRANTY

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The mattress cover provided with the mattress is warranted for one (1) year from the original date of purchase to be free of defects in the material or workmanship. DORMEO North America will replace or repair a cover at its option within the one year period at no cost to the original purchaser, excluding return shipping costs.

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## 5 YEAR PILLOW WARRANTY

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DORMEO provides a 5 year warranty for all pillows and guarantees the quality of materials and workmanship within the warranty period. The removable knit pillowcase is provided with a 1 year warranty for quality and workmanship. DORMEO will replace or repair the pillow or pillowcase due to faulty workmanship or material defects at no charge during the warranty period, subject to the limitations for this warranty. DORMEO will cover all related costs for repair or replacement of the product to the original purchaser. All transportation costs will be the responsibility of the purchaser. This warranty is valid from the date of the product purchase and valid for 5 years. Warranty can be claimed by the original proof of purchase or our on-line warranty registration. In the event of a warranty claim, repair or replacement the warranty will not be renewed or extended, but will continue from original purchase date. This warranty does not cover: Normal product wear and tear as determined in our sole discretion; the occurrence of mold; Shipping/transportation costs; Staining or issues relating to the pillow being used or stored in an unsuitable or unsanitary condition; or issues arising from the failure to follow use and care tags on the product.

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## SHIPPING AND HANDLING FEES

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The original purchaser is responsible for all shipping and handling fees for all DORMEO North America products for any and all warranty claims.

THE REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE

EXCLUSIVE REMEDY OF THE CONSUMER AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL DORMEO OCTASPRING BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, OR FOR ANY DIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND OR LOSS TO THE FULL EXTENT THAT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

Some states do not allow the limitation or exclusion of incidental or consequential damages, or limitation on the length of an implied warranty, and so the above limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights that vary from state to state, and you may have other rights which may vary from state to state.

## FOUNDATION AND PILLOWS

DORMEO Foundation and Pillows do not offer a trial and are not returnable.

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# Dormeo® Warranty Registration

Register your new Dormeo® mattress and receive full warranty coverage. Please fill out the form below to receive full benefits of your Dormeo® mattress.

## WARRANTY REGISTRATION

A star (\*) indicates that we require this information to fulfill your request.

Title

First Name \*

Last Name \*

Address \*

City \*

State / Province / Region \*

ZIP / Postal Code \*

Country \*

United States

Email \*

Product Name \*

Select product

Date of Purchase \*

Store Name \*

Price \*

I have read and agree to the [privacy policy.](#)\*

Submit Registration Form

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## PRIVACY POLICY

This policy is effective of February 28, 2013.

Dormeo North America is committed to protecting your privacy. The policy below outlines the information we (i) may collect about you; (ii) how it may be used; (iii) how it is protected; how we may communicate with you; and (v) how you may opt out or otherwise control the information provided to us.

## POLICY AGREEMENT

When you visit our website, by requesting a brochure or other product information, or by purchasing our products directly from us either on this website or by phone, you are agreeing to these policies

## INFORMATION THAT IS COLLECTED

We may collect either personal information or non-personal information from this website and when you call us.

## PERSONAL AND NON-PERSONAL INFORMATION

Personally identifiable information may include your name, billing address, shipping address, email address, credit card information, phone number and product purchase information. We share your name, addresses, email address, phone number and purchase information with our affiliates, including, but not limited to, our order processing center, mail centers, and shippers, in order to process and send the items you have ordered,

brochures you may have requested, and, to send emails and other mailings to you. If you do not want to receive mail or emails from us, see Control Your Information below. We also share your credit card information with our order and credit card processing centers.

Non-personal information is information that is not identifiable and may include information that is collected when you visit our website and the types of purchases you make. This non-personal information does not contain personally identifiable information about you, and it may be shared with our website administrator and/or other external technical, marketing, and advertising vendors.

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## VISITING OUR WEBSITE

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When you visit our website, we collect information including what pages you visit, your IP address, web browser (Internet Explorer, Safari, Chrome, etc.) and type of computer you are using (PC, Mac, tablet, etc.) by using Internet technology that is commonly available such as cookies and action tags. This helps us to keep our website up-to-date and provide information that is most relevant to our customers. By using cookies, we create an easier website experience. For example, cookies are used to remember products in your shopping cart when you re-visit our site at a later time. We may also use cookies through our technical, marketing, and advertising partners to track your interests and provide ads that we believe you may find useful based on your visits and interests. You may accept or decline cookies by modifying your browser settings. However, by declining, some website features and functionality may not be accessible to you which may affect your ability to efficiently use our website. We use action tags to measure marketing and advertising campaigns, to track pages that are visited, and to determine if the visit resulted in a purchase. Our technical, marketing, and advertising partners may utilize this information to serve banner ads to your browser that you may find useful.

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## ORDERING FROM OUR WEBSITE

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When you order a product by placing an order on this website or calling us, we collect personal information as stated above. We collect this information so we can process your order, receive payment and ship your order. The personal information you provide may be combined with other information about you from third-party vendors and affiliates to assist in the marketing of our products.

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## REQUESTING BROCHURES AND OTHER MATERIALS

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When you request a brochure or sign up for promotional mail and emails, we may collect personal information, which may include your name, mailing address, email address and phone number so we can contact you with product information and special promotions.

## REGISTERING YOUR WARRANTY

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When you register your product warranty with us, we will collect personal information, as well as information about the item you purchased. This may also include lifestyle and survey-type information to help us understand our customers better.

## SHARING INFORMATION

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When you post, share, or otherwise contribute testimonials, communications, or other content on this website, or share information in our social media spaces such as our Facebook, Twitter, Pinterest, YouTube and blog, we may collect some personal information, including your name and email address. This helps ensure we are providing reliable and truthful feedback. However, the respective social media spaces utilize their own privacy policies for collecting and using personal and non-personal information. These privacy policies should be reviewed separately and we encourage you to do so.

Sharing information allows you to provide opinions and suggestions about our products with friends and social media communities. Personal or non-personal information shared in a social media network may be used by the social network company or host that may result in the information being made public.

Any links that lead to external websites or unaffiliated social media spaces should not be construed to mean that we have endorsed the external websites or social media outlets. Furthermore, these external websites and social media spaces do not operate under our privacy policies. Their respective privacy policies for collecting and using personal and non-personal information should be reviewed separately and we encourage you to do so.

## REVIEWS & FORUMS

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When you post, share, or otherwise contribute reviews, testimonials, communications, or other content on this website, or share information in our social media spaces such as our Facebook, Twitter, Pinterest, YouTube and blog, we may collect some personal information, such as your name and email address. This helps ensure we are providing reliable and truthful feedback. Your reviews may be posted using your name (if you choose to provide it), on the website. Please remember that any information that you provide in these comments areas is accessible to anyone viewing the website, and you should exercise caution when deciding to disclose any personal information.

We may also collect any comments, suggestions and other feedback you provide as postings in these forums. We may use your comments, suggestions or feedback to monitor and/or improve our product and service offerings and our website. Please note that the respective social media spaces utilize their own privacy policies outlining the way in which they collect, use disclose and otherwise manage personal information. These privacy policies outlining the way in which they collect, use, disclose and otherwise manage personal information.

These privacy policies should be reviewed separately and we encourage you to do so.

Sharing information allows you to provide opinions and suggestions about our products with friends and social media communities. Personal or non-personal information shared in a social media network may be used by the social network company or host that may result in the information being made public.

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## RELEASING YOUR INFORMATION

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We may provide personal information when complying with applicable laws and regulations, or requested by a governmental or legal entity. We may also release personal information to enforce or apply our Terms of Use and other agreements, or protect the rights, safety, or property of Dormeo North America, our customers, employees or others.

---

## CONTROL YOUR INFORMATION

---

After you provide personal information to us, you can add to, change or remove what we have on file for you.

Please contact us by phone, email or mail:

Phone: 1-855-4DORMEO (Select 1 for Customer Service)

Email: [customer.info@dormeona.com](mailto:customer.info@dormeona.com)

Mail:

Dormeo Octaspring  
1901 10th St.  
Suite 500  
Plano, TX 75074

---

## SERVICE VENDORS

---

We may engage authorized, external vendors to provide services to us such as operating our website, order-taking, customer service, processing payments, shipping, sending emails, surveys, marketing and advertising. These companies have access to personally identifiable information specifically needed to implement their services, but they may not use it for other purposes.

In the event we use technologies referenced in “Visiting our website” above for advertising purposes, we do not provide personal information to external vendors. However, by visiting our website, and viewing or clicking on ads, these external vendors may collect information and use it when servicing or otherwise providing advertisements. Third party cookies and action tags are subject to the privacy policy of the respective company utilizing them. For information about opting out of third-party cookies, visit: [www.networkadvertising.org](http://www.networkadvertising.org)

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## BUSINESS TRANSFER

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In the event we sell, transfer, merge or assign our business, or buy other businesses or subsidiaries, personal and non-personal information, may be transferred as a business asset.

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## PROTECTING YOUR PRIVACY

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We are committed to protecting your privacy. We have implemented appropriate security measures to protect the personal information you provide us against unauthorized access or disclosure. When we transmit personal information, data is encrypted. In the unlikely event your personal information is accessed or disclosed in an unauthorized manner, we will comply with notification requirements under applicable law.

We do not knowingly sell our products or advertise directly to children under the age of 13. We also do not

knowingly collect information from minors who are under 18 years of age.

## CHILDREN'S PRIVACY

We do not knowingly sell our products or advertise directly to children under the age of 13. We also do not knowingly collect information from minors who are under 18 years of age.

## CHANGES TO THIS POLICY

This privacy policy may be changed or updated. If so, the date it is changed on will be posted at the top of this page.

## HOW TO CONTACT US

If you have questions about our privacy policy, please contact us by phone, email or mail:

Phone: 1-855-4DORMEO (Select 2 for Customer Service)

Email: [customer.info@dormeona.com](mailto:customer.info@dormeona.com)

Mail:

Dormeo Octaspring

1901 10th St.

Suite 500

Plano, TX 75074

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Please contact us at the following address:

**Dormeo Octaspring**

1901 10th St.

Suite 500

Plano, TX 75074

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## MISCELLANEOUS

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If any of the provisions of these Terms are held by a court or other tribunal of competent jurisdiction to be void or unenforceable, such provisions shall be limited to the minimum extent necessary and replaced with a valid provision that best embodies these Terms.

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### Bob Mills Furniture

3600 West Reno Avenue

Oklahoma City, OK 73107

(405) 947-6500

Mon-Fri 10AM - 9PM | Sat 9AM - 9PM | Sun 12PM - 6PM

[www.bobmillsfurniture.com/](http://www.bobmillsfurniture.com/)

1

### Bob Mills Furniture

6050 I-40 West

Amarillo, TX 79106

(806) 353-7277

Mon-Th 10AM - 8PM | Fr-Sat 10AM - 9PM | Sun 12PM - 6PM

[www.bobmillsfurniture.com/](http://www.bobmillsfurniture.com/)

2

### Bob Mills Furniture

6000 Spur 327

Lubbock, TX 79424

(806) 771-6300

Mon-Th 10AM - 8PM | Fr-Sat 10AM - 9PM | Sun 12PM - 6PM

[www.bobmillsfurniture.com/](http://www.bobmillsfurniture.com/)

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### Bob Mills Furniture

2004 East 42nd Street

TECHNOLOGY

WARRANTY INFO



MATTRESS

REGISTER PRODUCT

PILLOWS

PRIVACY POLICY

REVIEWS

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## Welcome!

Thank you for purchasing our DORMEO® mattress. You've made an important step in improving the quality of your sleep and well-being.

You are going to love your DORMEO mattress! We believe we've created the world's most comfortable mattress without compromising quality, support, or the environment.

Our years of research have resulted in a new technology with all the best qualities of memory foam and metal springs, and none of their drawbacks. You will enjoy more comfort, fall asleep faster, spend more time in deep REM sleep and wake up feeling refreshed.

**That's the DORMEO difference—the next generation of mattress.**



Jon Stowe  
Chief Executive Officer  
DORMEO, North America

**DORMEO®**  
Mattresses and Pillows Reinvented



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## Use and Care

### Let your mattress breathe

After your mattress has been delivered please leave the bed uncovered for a few hours to allow it to breathe and acclimate to your home environment. Your DORMEO® mattress, with its open air mesh sides, has excellent ventilation and you'll enjoy that "clean sheets" feeling night after night.

### Use our DORMEO Foundation

If you didn't purchase our Foundation, Bed Divan or Adjustable Base with your mattress, please make sure you use a foundation or base that fulfills the requirements stated in this Warranty.

### Protect your new mattress

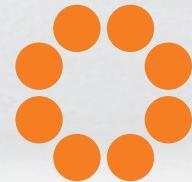
We recommend you buy a washable mattress protector to protect your bed from accidental spills.

DORMEO mattress covers can be spot-cleaned or dry-cleaned. If fluids do soak through, use a dry towel to remove excess moisture and a damp cloth to wipe away any stains, then leave the mattress to air dry.

**If you have any questions, please contact our Customer Service Department at 1-800-896-2802 or [customer.info@dormeo-na.com](mailto:customer.info@dormeo-na.com).**



**DORMEO®**  
Mattresses and Pillows Reinvented



# 10 Year Limited Warranty

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DORMEO North America ("DORMEO") provides a ten (10) year express limited warranty for its DORMEO® mattresses (the "Warranty Period") which commences ninety (90) days after the original date of delivery. In our sole discretion and option during the Warranty Period, we will repair or replace the original purchaser's DORMEO mattress if it is defective due to faulty workmanship or materials, subject to the limitations described in this warranty. An original proof of purchase receipt or online warranty registration is required for any and all warranty claims.

At our option, we will replace or repair defective workmanship or materials at no cost, other than all one-way shipping (see Shipping and Handling section) to the original purchaser. **ONE-WAY SHIPPING AND HANDLING COSTS ARE THE RESPONSIBILITY OF THE ORIGINAL PURCHASER FOR ALL WARRANTY CLAIMS.**

THIS WARRANTY IS APPLICABLE ONLY TO THE ORIGINAL PURCHASER OF THE DORMEO MATTRESS FROM AUTHORIZED RETAILERS AND DIRECT FROM DORMEO. THE ORIGINAL PURCHASE RECEIPT OR A PROPERLY REGISTERED DORMEO MATTRESS WARRANTY IS REQUIRED FOR ANY WARRANTY CLAIM. MATTRESSES PURCHASED FROM UNAUTHORIZED THIRD-PARTY RESELLERS, OR OTHER NON-AUTHORIZED SELLERS (INCLUDING, BUT NOT LIMITED TO, SALES VIA EBAY INC, AMAZON.COM, INC, ETC), SHALL RENDER THE WARRANTY NULL AND VOID IN ITS ENTIRETY. THIS WARRANTY DOES NOT APPLY TO FLOOR MODELS OR "DEMONS." DORMEO SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. THE FOREGOING WARRANTY IS EXCLUSIVE AND NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE MADE HEREUNDER OTHER THAN THE WARRANTY DESCRIBED HEREIN.

All warranty claims must be submitted in writing to DORMEO describing the nature of the alleged defect, and, in addition, must be accompanied by photographic evidence of the alleged defect, and proof of purchase or warranty registration. This information will be used for evaluation purposes by DORMEO, in its sole discretion. Failure to provide the foregoing materials may result in rendering the Warranty null and void in DORMEO's sole discretion.

DORMEO mattresses are designed to work on a firm, solid-surface, non-spring foundation or adjustable bed base that is structurally capable of supporting the weight of purchaser's DORMEO mattress and user(s). This limited warranty and other performance warranties are based on tests conducted on "sets" that consist of OUR MATTRESSES AND OUR FOUNDATIONS/ADJUSTABLE

BED BASES. THEREFORE, IF PURCHASER USES INAPPROPRIATE FOUNDATIONS, BOX SPRINGS, ADJUSTABLE BED BASES, OR BED FRAMES WITH THIS MATTRESS, SUCH USE WILL VOID THIS LIMITED WARRANTY AND ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. DORMEO may require purchaser to provide proof of the quality of the foundation, adjustable bed base, or bed frame used in conjunction with the mattress if purchaser makes a claim under this limited warranty. The foundation must provide a solid surface, constructed with appropriate structure. A solid stable surface is not provided by box springs, plywood placed on box springs, inappropriate "slats" or foundations that are not built to deliver correct support. See **USE & CARE INSTRUCTIONS**, included with your mattress. DORMEO reserves the right to invalidate this limited warranty if the foundation is determined, in DORMEO's reasonable discretion, to be inadequate.

#### The Warranty Does Not Apply To:

- Normal product wear and tear as determined in our sole discretion
- A normal increase in the softness of the DORMEO core material
- The occurrence of mold
- Use of an improper or unsupportive foundation
- Additional shipping/transportation costs other than stated herein
- Staining or issues relating to the mattress being used or stored in an unsuitable or unsanitary condition, or issues arising from the failure to use a washable mattress protector.

#### The Warranty is Deemed Null and Void When:

- The product has been subject to misuse, careless treatment, or physical abuse, as determined in our sole discretion.
- The mattress has not been properly packaged resulting in damage during return shipping.
- The original purchaser cannot provide an original proof of purchase receipt, or has not properly registered the warranty online.

**PLEASE RETAIN A COPY OF THIS WARRANTY AND ORIGINAL SALES RECEIPT FOR FUTURE REFERENCE.**

**Additional Information** If the original mattress model is not available at the time of repair or replacement, DORMEO reserves the right to offer an alternative model of equal quality or value, in its sole discretion.

If an individual's body impression found in a DORMEO mattress is 3/4 of an inch or more in depth and IS NOT associated with use of an improper or unsupportive foundation (or other misuse), it may be covered by the warranty. However, mattress dimensions (length and width) have a ±2% tolerance due to elastic components. This tolerance is considered normal and does not constitute a defective mattress and is not subject to a warranty claim, whether after short- or long-term use of the mattress.

In the event of an authorized product repair or replacement, the Warranty Period will not be renewed or extended following the repair or replacement. In short, a repaired or replaced mattress does not reset or in any way alter the Warranty Period duration in connection to subsequent warranty claims, if any.

**Mattress Cover Limited Warranty** The mattress cover provided with the mattress is warranted for one (1) year from the original date of purchase to be free of defects in the material or workmanship. DORMEO will replace or repair a cover at its option within the one year period at no cost to the original purchaser, excluding return shipping costs.

**Shipping and Handling Fees** The original purchaser is responsible for all one-way shipping and handling fees when returning the mattress or removable mattress cover to DORMEO for any and all warranty claims.

THE REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL DORMEO BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, OR FOR ANY DIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND OR LOSS TO THE FULL EXTENT THAT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

Some states do not allow the limitation or exclusion of incidental or consequential damages, or limitation on the length of an implied warranty, and so the above limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights that vary from state to state, and you may have other rights which may vary from state to state.

DORMEO North America, 1901 10th St, Suite 500, Plano, TX 75074